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Bib Data Sheet

CONFIRMATION NO. 4196

SERIAL NUMBER 10/090,264	FILING DATE 03/04/2002 RULE	CLASS 379	GROUP ART UNIT 2643	ATTORNEY DOCKET NO. 01-4005
APPLICANTS Patrick Peterson, Cambridge, MA; Michael Roberts, Cambridge, MA;				
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001 AND CLAIMS BENEFIT OF 60/276,266 03/15/2001 <i>See 10/090205 10/090395</i>				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 04/24/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <u>HH</u> Verified and Acknowledged	Examiner's Signature _____ Initials _____	STATE OR COUNTRY MA	SHEETS DRAWING 43	TOTAL CLAIMS 30
INDEPENDENT CLAIMS 12				
ADDRESS Leonard C. Suchyta c/o Christian Andersen Verizon Services Group 600 Hidden Ridge, HQE03H01 Irving, TX 75038				
TITLE System and method for observing calls to a call center				
FILING FEE RECEIVED 2010	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	